

Complaint Investigations Human Resources



KPI Owner: Kate Dunn

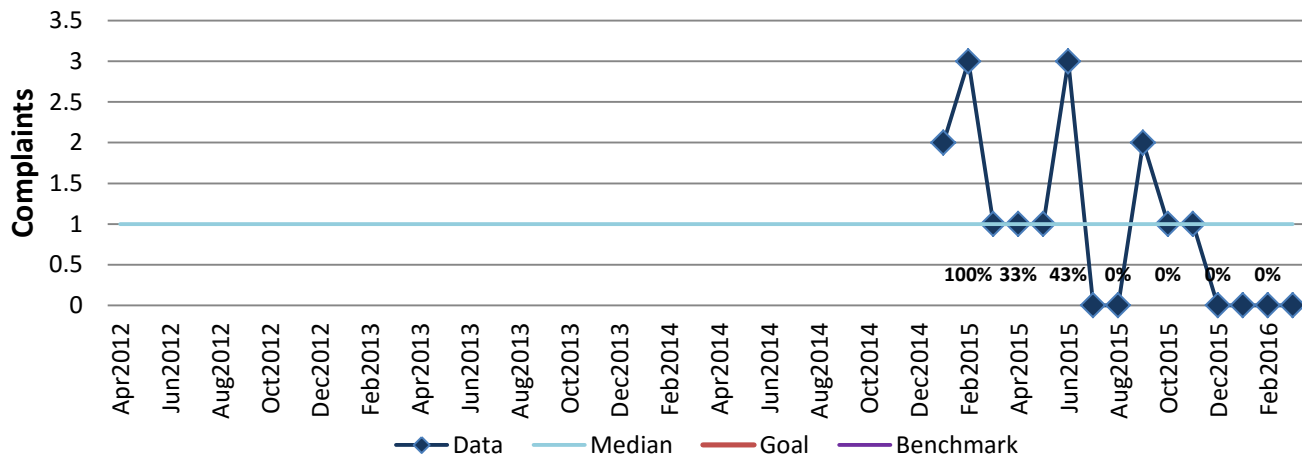
Process: Departmental Productivity

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD	Data Source: Complaint Table; Netclaims	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal
Goal: TBD	Goal Source: Human Resources Profession Best Practice to investigate complaints in a timely manner	Measurement Method: count of complaints with greater than 90 days between receipt of complaint to closure of complaint Why Measure: Maintain integrity of complaint investigation process
Benchmark: 180 Days	Benchmark Source: EEOC	Next Improvement Step: Continue to measure and identify causal factors for going over 90 days

How Are We Doing?

Apr2015-Mar2016 12 Month Goal	Apr2015-Mar2016 12 Month Actual		Mar2016 Goal	Mar2016 Actual	
TBD	9		TBD	0	
Complaints	Complaints		Complaints	Complaints	

Complaint Investigations



Root cause analysis is not necessary because there is no gap between the goal and current performance.